

CALL FOR TENDER ACTED LIBYA/TUNISIA

Instructions to Bidders

Date: 02/11/2022

Tender N°: T/14/18/FWA/Health Insurance/Libya-Tunisia/02/11/2022

Through this tender ACTED is requesting a company to provide detailed written offers for the supply of the following products:

PRODUCT SPECIFICATIONS:

- | | |
|---------------------------------|---|
| 1. Description: | Medical insurance through a 2 year Framework Agreement |
| 2. Product class / category: | Service |
| 3. Made in (origin of product): | N/A |
| 4. Product stage: | N/A |
| 5. Quantity/unit: | Contract for 2 years for all national staffs and their dependant in Tunisia and Libya. See attached Offer Form (PRO-06) |
| 6. Packaging requested: | N/A |

A detailed list of requested products is provided in the attached Offer Form.

RESPONSIBILITIES OF THE SUPPLIER:

- | | |
|--|--------------------------------------|
| 1. Place of delivery: | Whole Libya/Tunisia |
| 2. INCOTERM (delivery conditions): | N/A |
| 3. Maximum date of delivery: | January 1 st , 2023 |
| 4. Minimum offer validity period required: | 6 months Minimum, 1 year recommended |

The responses to this call for tender shall include the following elements:

1	The present Instructions to Bidders (PRO-05) signed & stamped by the Bidder
2	An original Offer Form (PRO-06) dated, filled, signed & stamped by the Bidder (<i>detailed as per the requested currency</i>)
3	The Supplier Questionnaire Form (PRO-06.1) dated, filled, signed & stamped by the Bidder
4	ACTED Ethical Declaration (PRO-06.2) dated, filled, signed & stamped by the Bidder
5	The Bidder's official registration documents
6	A copy of the Bidder's legal representative ID or passport
7	ACTED's General Conditions for Purchase signed & stamped by the Bidder
8	Proofs of past performances in a similar field of activity (e.g. past deliveries of similar items) are provided
9	Any other compulsory item specified in the Bidder's Checklist (PRO-06.3)
10	The Bidder's Checklist (PRO-06.3) dated, filled, signed & stamped by the Bidder

It is important to note that all documents must be filled, dated, signed & stamped by the Bidders in order to be considered as eligible. ACTED only accepts bids that have been filled in in either English or French.



GENERAL CONDITIONS:

1. The **closing date** of this tender is **23 / 11 / 2022 at 12PM [Tunisia time]** in ACTED office at the following address:
 - a. Immeuble Nour Rue De Corail, les Berges du Lac 2, Tunis – Tunisia
 - b. ACTED representative office in Wesaayat Al Baderi-Ansar street, Tripoli, Libya
 - c. ACTED representative office in Jamal Abdul Nasser street, Al Zaytoun, Benghazi, Libya
 - d. Online submission : to libya.tender@acted.org, Cc tender@acted.orgBidders who will submit their offer to another ACTED office than **ACTED Tunis office: Immeuble Nour Rue De Corail, les Berges du Lac 2, Tunis - Tunisia** must take into consideration the transport time to ACTED Tunis office.
2. The submission of an offer by a bidder to this call for tender may not result in the award of a contract.
3. The offer must be submitted to ACTED Logistics department in a sealed envelope marked “Not to be opened before **23 / 11 / 2022 at 12PM [Tunisia time]**” and the Tender reference number above.
4. Unsealed envelope and late offers will not be considered.
5. To ensure that funds are used exclusively for humanitarian purposes and in accordance with donors’ compliance requirements, all offers are subject to the condition that contractors do not appear on anti-terrorism lists, in line with ACTED’s anti-terrorism policy. To this end, ACTED reserves the right to carry out anti-terrorism checks on any contractor, its board members, staff, volunteers, consultants, financial service providers and sub-contractors.
6. Collusive practices are prohibited and will lead to offers rejection.
7. **ACTED adopts a zero tolerance approach towards corruption and is committed to respecting the highest standards in terms of efficiency, responsibility and transparency in its activities. In particular, ACTED has adopted a participatory approach to promote and ensure transparency within the organization and set up a Transparency unit (supervised by the Director of Audit & Transparency) that can be reached through a dedicated phone number and e-mail address. As such, if you witness or suspect any unlawful, improper or unethical act or business practice (such as soliciting, accepting or attempting to provide or accept any kickback) during the tendering process, please contact the following phone number +33 6 07 22 46 28 and/or send an e-mail to transparency@acted.org.**
8. All offers should be submitted in English.

SPECIAL CONDITIONS:

9. Lots¹:
 - If the tender is divided into lots, the Bidder **may** bid for one or all Lots. Each lot **may** be subject to a separate contract and the quantities indicated for the different lots cannot be divided. **The Bidder must offer all items & quantities indicated for each lot. Bids for part of a lot only will not be considered.**
 - If the Bidder is awarded more than one lot, a single contract may be concluded including all lots.
 - If the items have not been divided into lots, bidders **may** submit offers for the entirety of the items indicated in the call for tender.
10. Eligible or prohibited origin of goods and/or exclusions (if applicable): N/A
11. Bidders selection criteria will be evaluated as described below:

¹To be adjusted by the Purchase Committee before publication





#	Criteria	Maximum Score	0 (0 if info not provided)	1	2	3	4	5	
1	Experience	Similar past contracts	1	The provider has provided no past contract similar to the contract to award	The provider has provided at least one past contract similar to the contract to award	N/A			
		Amount of past contracts	1	No similar past contract provided has an amount is equal or above the contract amount to be awarded	The amount of a similar past contract provided is equal or above the contract amount to be awarded	N/A			
		Positive past experience with ACTED	1	The provider proved weaknesses in executing pas contracts awarded by ACTED as per provider database	The provider has a positive record as per ACTED provider database	N/A			
		Number of years in business	1	The provider has been working in this business for less than 5 years	The provider has been working in this business for 5 years or more than 5 years	N/A			
		Positive reference check with other NGOs / private companies	1	The provider has a negative record as per contacted NGOs / private companies (please list these NGOs/other companies in the "comment" column of the TC and record the emails received)	The provider has a positive record as per contacted NGOs / private companies (please list these NGOs/other companies in the "comment" column of the TC and record the emails received)	N/A			
2	Reliability	Hotline	5	No Hotline	Hotline less than 8 hours per day Language available: french/english for Tunisia, english for Libya	Hotline during Working Hours Language available: french/english for Tunisia, english for Libya	Hotline during Working Hours Language available: french/english/arabic for Tunisia, english and arabic for Libya	Hotline 24 hours and 7/7 Language available: french/english for Tunisia, english for Libya	Hotline 24 hours and 7/7 Language available: french/english/arabic for Tunisia, english and arabic for Libya

12. Bids award criteria will be assessed through a:

Pass/fail method

OR

Scoring method

Note:

- The pass/fail method consists in evaluating the technical component of offers from the lowest price.
- The scoring method consists in assessing all eligible offers based on a pre-defined scoring scale for each selection and/or award criteria. The best rated offer will be selected at the end of this process. Price may not account for less than 50% of the final score, unless authorized otherwise and stated in the present Instructions to Bidders.

#	Criteria	Maximum Score	0 (0 if info not provided)	1	2	3	4	5	
3	Price	50	The price is score proportionally with the following formula : (lowest bidders' price/evaluated bidder's price)*50 Excel formula : price provider#X=MIN(price provider#1;price provider#2[...];price provider#N)/price provider#X*50						
4	Quality	Benefits Table: Benefits list	10	The provider offers benefits less than 60% of the benefits mentioned on the reference table of benefits	The provider offers benefits between 61% to 70% of the benefits mentioned on the reference table of benefits	The provider offers benefits between 71% to 80% of the benefits mentioned on the reference table of benefits	The provider offers benefits between 81% to 90% of the benefits mentioned on the reference table of benefits	The provider offers benefits between 91% to 100% of the benefits mentioned on the reference table of benefits	The provider offers benefits more than the list of benefits mentioned on the reference table of benefits
		Benefits Table: Refund Rate	10	The provider offers less than 60% of refund rate for at least 70% of benefits OR The provider offers less than 70% of refund rate for 60% of the benefits	The provider offers at least 60% of refund rate for at least 70% of benefits OR The provider offers 70% of refund rate for 60% of the benefits	The provider offers at least 70% of refund rate for at least 80% of benefits OR The provider offers 80% of refund rate for 70% of the benefits	The provider offers at least 80% of refund rate for at least 90% of benefits OR The provider offers 90% of refund rate for 80% of the benefits	The provider offers at least 90% of refund rate for all benefits OR The provider offers 100% of refund rate for 90% of the benefits	The provider offers 100% of refund rate for all benefits
		Benefits Table: General Maximum Plan Benefit (including chirurgical intervention)	5	Libya= benefits plan is below 55 000 USD/year Tunisia= benefits plan is below 22 000 TND/year	Libya= benefits plan is between 55 000 USD and 75 000 USD/year Tunisia= benefits plan is between 22 000 TND and 24 000 TND/year	Libya= benefits plan is between 75 000 USD and 95 000 USD/year Tunisia= benefits plan is between 24 000 TND and 26 000 TND/year	Libya= benefits plan is between 95 000 USD and 115 000 USD/year Tunisia= benefits plan is between 26 000 TND and 28 000 TND/year	Libya= benefits plan is between 115 000 USD and 135 000 USD/year Tunisia= benefits plan is between 28 000 TND and 30 000 TND/year	Libya= benefits plan is above 135 000 USD/year Tunisia= benefits plan is above 30 000 TND/year
		Benefits Table: Dental and optical Maximum Plan Benefit	5	Benefits plan is below 300 USD/year (optic) Benefits plan is below 1600 USD/year (dental)	Benefits plan is between 300 USD and 350 USD/year (optic) Benefits plan is between 1600 USD and 1700 USD/year (dental)	Benefits plan is between 350 USD and 400 USD/year (optic) Benefits plan is between 1700 USD and 1800 USD/year (dental)	Benefits plan is between 400 USD and 450 USD/year (optic) Benefits plan is between 1800 USD and 1900 USD/year (dental)	Benefits plan is between 450 USD and 500 USD/year (optic) Benefits plan is between 1900 USD and 2000 USD/year (dental)	Benefits plan is above 500 USD/year (optic) Benefits plan is above 2000 USD/year (dental)





Availability	List of providers/networking in all bases and Country of coverage	3	At least one provider for each kind of benefit for Benghazi-Derna-Tripoli Sabha-Ubari and Tunisia (grand Tunis) AND Only the country of residence covered (Tunisia Or Libya)	At least 3 providers for each kind of benefit for Benghazi-Derna-Tripoli Sabha-Ubari and all region in Tunisia AND Both countries are covered Tunisia and Libya	At least 5 providers for each kind of benefit in all region in Libya and Tunisia AND Region Coevered : Africa	At least 7 providers for each kind of benefit in all region in Libya and Tunisia AND Region Coevered : Africa+ Turkey+Jordan	NA	NA	
	Deadline for processing the request	2	The request is processing more than 1 week after the request	The request is processing 1 week after the request	The request is processing 48h after the request	NA	NA	NA	
	Deadline of the reimbursement	2	The reimbursement is processed more than 2 weeks after the approval of the request	The reimbursement is processed more than one week after the approval of the request	The reimbursement is processed during the week after the approval of the request	NA	NA	NA	
	Waiting period	2	Waiting period is more than 2 months	Waiting period is less than 2 months	No waiting period	NA	NA	NA	
	Insurance portal online for HR and staff	1	The insurance have NO online portal	The insurance have an online portal for HR and staff	NA	NA	NA	NA	
BO NU S	Social and environmental impact	10	N/A					To be argued upon carbon footprint or other environmental benefits Must remain significant enough, measurable & verifiable (based on impact on CO2 or other environmental relevant data).	

For criteria under quality, "benefits table: benefits list" and "benefits table: refund rate" the score will be multiplied per 2.

13. ACTED's Special Conditions for Purchase for this tender are attached for the information of Bidders. When sending their offers to the present call for tender, Bidders acknowledge their agreement with these terms & conditions.

Company Name: _____

Authorized Representative Name: _____

Signature: _____

Stamp: _____

